

An Introduction to the Employment Service Complaint System
October 3, 2008
Slide Notes

Slide 1: Welcome to the Introduction to the Employment Service Complaint System webinar.

The purpose of today's webinar is to give an overview of the complaint system. This information is intended for any front line staff in the Michigan Works Service Centers, including state of Michigan staff. More specific information for complaint coordinators will be given in November.

Slide 2: An E.S. Complaint System has been in effect since 1933. This is NOT NEW.

The different timelines for Migrant and Seasonal Farmworker complaints are due mainly to the transient nature of their work.

Slide 3: Every Service Center is required to have a complaint coordinator. If you don't know who the complaint coordinator is, upon completion of this webinar you should contact your superior to find out. Keep this information handy!

Slide 4: Bullet # 3 includes all Michigan Works Service Center staff, and State of Michigan employees who work in the service center.

Slide 5: No notes

Slide 6: I will talk more about employment-related complaints later on.

Slide 7: Throughout the entire complaint process, confidentiality must be maintained!

Slide 8: We'll be showing you some examples that define complaints filed against ES agencies and employers in future screens.

Slide 9: A complainant is defined as the individual, employer, organization, association, or other entity filing a complaint.

Slide 10: If someone calls you regarding a complaint, ask them to go to their nearest Michigan Works Service Center to file the complaint in person.

Slide 11: Ex: A customer says to you they worked for a specific employer and were terminated or they quit three weeks ago and haven't been paid, they say they want to file a complaint against the employer to collect their wages.

Slide 12: The important thing to remember is they don't have to use the word "complaint" or ask to "File a complaint." You should be able to tell they have a problem by what they tell you.

Slide 13: There are two types of complaints, there are employment service related complaints that can be filed against an employer or the Michigan Works service center staff or state of Michigan staff.

And non ES related complaints where the Michigan Works Service Center staff or State of Michigan staff had no interaction with complainant and Job order was not posted in the Michigan talent Bank.

Each of these complaints is handled a little differently as will explain shortly.

Slide 14: The job order does not have to be posted in the Michigan Talent Bank. If Service Center staff or SOM staff had interaction with the customer pertaining to the job such as calling the employer, told the customer the employer was hiring, cut out an ad and handed it to the customer then it is ES-related. If the referral started out as a job development, it is also ES-related.

Slide 15: This applies even if the employer entered their own job order into the Michigan Talent Bank.

Slide 16: There are many other examples of ES related complaints. We've mentioned only a few. Remember to listen closely whenever you have an unhappy customer. They may be telling you they have a complaint.

Slide 17: Service Center staff or SOM staff had no involvement or interaction with this customer in obtaining the job.

Slide 18: Even if the complaint would have originally qualified as an ES-related complaint, if it was not filed within the 12 month timeframe it is considered non-ES-related.

Slide 19: Remember, if you don't know who the complaint coordinator is at your MW! Service Center, upon completion of this webinar you should contact your superior to find out.

Slide 20: No notes.

Slide 21: If you don't know who the EO officer is at your Michigan Works Agency, contact your superior, or Mildred Williams the State EO officer for that information.

Slide 22: Your responsibility, as front line staff, ends as soon as you have referred the individual to your complaint coordinator, the state complaint specialist, or the particular EO officer.

Slide 23: Just a reminder, it is the responsibility of the Michigan Works Service Center Complaint Coordinator and/or the State Complaint Specialist to resolve complaints. You, as front line staff, don't make these determinations.

Slide 24: No notes

Slide 25: No notes